

# **ASSET ACROSS GEOGRAPHIC REGIONS**

The Struggle is Real.

The Community Choice Story

# IT WAS THE SUMMER OF 2012

- Community Choice STI began meeting with the SLRC/BRT to learn about the Tiered Support system and how TOOLS of Choice was related.
- Over the next several months, CC began an exercise of talking about and creating our own “Core Values” related to the mission statement of CC.
- For the next several months, the CC team worked on creating meaningful and measurable criteria in an effort to assist individuals in witnessing core values at work.
- This team was known as the A-Team.



# STL VALUES EXERCISE RESULTS

- EMPATHY
- RESPECTFUL
- RESPONSIBLE
- SAFE

# A DIAMOND WAS BORN





# 2014 – KANSAS CITY GETS INVOLVED

- Community Choice KC began working with KCRO/BRT to introduce Tiered Supports within the region.
- Throughout the next year, the CC KC worked to identify their own set of values. With cultural differences across the region, as well as system differences, this task was taken on by the Culture Club.

# KC VALUES EXERCISE RESULTS

- PERSON-CENTERED
  - GETTABLE
  - PROGRESSIVE
  - COMMITTED



# IT WON'T BE EASY, BUT IT WILL BE WORTH IT

- Each office/location has it's own unique set of values due to the different cultural characteristics.
- Embracing the culture. Each region brings with it it's own unique cultural characteristics, interpretations, and systems.
- Integrating systems and trainings, varied approach by region.
- Each region brings it with variations of culture throughout its management team personnel.

# WHERE DO WE GO FROM HERE?

- By including all employees, as well as expanding the Tiered Supports/TOOLS training throughout the organization, we are hopeful that several things will occur, but not limited to:
  - Increased consistency in how we interact and communicate with all people.
  - Enhance the quality of services.
  - Improve the effectiveness of our supports.
  - Create positive work environments.
  - Establish a culture that promotes, advocates for, and challenges others to hold our values high.